

1                    SYSTEM AND METHOD FOR PRIORITIZING CONTACTS

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3                    ABSTRACT OF THE DISCLOSURE

4                    A system and method for prioritizing contacts is disclosed. The method

5 discloses: receiving a set of requests from a set of contacts to be connected to a

6 recipient; generating a first priority level score for each request based on an acoustical

7 analysis of a contact speech signal within the request; generating a second priority

8 level score for each request based on a keyword analysis of the request; combining the

9 priority level scores for each request into a combined priority level score; prioritizing

10 the requests within the set of requests based on their respective combined priority

11 level scores; and routing to the recipient that request, from the set of requests, having

12 a highest combined priority level score. The system of the present invention includes

13 all means and mediums for implementing the method.